

Program A: Licensing

Program Authorization: Titles 32 and 47 of the Louisiana Revised Statutes

PROGRAM DESCRIPTION

The mission of the Licensing Program of the Office of Motor Vehicles is to serve people through the administration of motor vehicles registration and driver's license laws in a professional, compassionate and responsive manner while maintaining a high standard of quality through an innovative approach to customer service.

The goals of the Licensing Program of the Motor Vehicles are:

1. Improve customer service satisfaction by expediting the services rendered.
2. Through electronic access, improve the quality and quantity of the communication and data share with Louisiana courts, law enforcement agencies, other agencies and the public.
3. Improve the public's awareness of and compliance with Office of Motor Vehicles' rules and policies in order to reduce needless waits in line, unnecessary customer visits to the office and reduce telephone calls to the office.

The Licensing Program through field offices and headquarter units issues Louisiana driver's licenses, identification cards, license plates, registrations and certificates of titles; maintains driving records and vehicle records; enforces the state's mandatory automobile insurance liability insurance laws; reviews and processes files received from law enforcement agencies and courts, governmental agencies, insurance companies and individuals; takes action based on established law, policies and procedures; complies with several federal/state mandated and regulated programs such as Motor Voter Registration process and the Organ Donor process. This program collects over \$750 million in taxes annually.

OBJECTIVES AND PERFORMANCE INDICATORS

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2001-2002. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicator values are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year (the fiscal year of the budget document).

1. (KEY) To reduce the number of walk-in customers by 5% from FY 2000-2001 standard (2,776,737) through the increased utilization of alternative methods for renewal of driver's licenses and vehicle registrations.

Strategic Link: This operational objective is an effort to partially accomplish Strategic Objective III.1: *To reduce by 10% the number of customer visits and calls to local offices.*

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 11 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
K	Number of walk-in customers	2,922,881 ¹	3,340,994	2,776,737	2,776,737	2,637,900	2,637,900
K	Percentage of Class D and E driver's license returned and processed by mail	54% ²	37%	38%	38%	38%	38%
K	Percentage of Class D and E driver's license returned and processed via internet	Not applicable ³	Not applicable ³	Not applicable ³	1.7% ³	2.0%	2.0%
K	Percentage of Class D and E driver's license returned and processed via conversant	Not applicable ³	Not applicable ³	Not applicable ³	0.07% ³	1.00%	1.00%
S	Number of Class D and E driver's license renewal invitations mailed	312,312	305,319	272,432	272,432	292,400	292,400
K	Percentage of identification cards returned and processed by mail	18% ⁴	0.04% ⁴	1.00% ⁴	1.00% ⁴	1.00%	1.00%
S	Number of identification card invitations mailed	52,176	77,175	86,705	86,705	79,175	79,175
K	Percentage of vehicle registration renewals returned and processed by mail	52%	59%	54%	54%	58%	58%
K	Percentage of vehicle registration renewals returned and processed via internet	Not applicable ⁵	1.5%	1.0%	1.0%	1.5%	1.5%
K	Percentage of vehicle registration renewals returned and processed via conversant	Not applicable ⁵	1%	1%	1%	1%	1%
S	Number of vehicle registration invitations mailed	1,270,892	1,278,322	1,250,450	1,250,450	1,275,000	1,275,000

K	Number of vehicle registration transactions performed by Public Tag Agents	Not applicable ⁶	473,638	Not applicable ⁶	475,000 ⁶	568,164	566,802
K	Number of transactions conducted by Mobile Motor Vehicle Offices	Not applicable ⁷	Not applicable ⁷	Not applicable ⁷	0 ⁷	0 ⁷	125,150
K	Number of vehicle registration/driver license field office locations	Not applicable ⁸	84	Not applicable ⁸	84 ⁸	84	72 ⁹
K	Number of field reinstatement locations	Not applicable ⁹	19	Not applicable ⁹	19 ⁹	19	17 ⁹

¹ This is a new performance indicator that did not appear under Act 10 of 1999; it has no performance standard for FY 1999-2000. The value shown for existing performance standard is an estimate, not a standard.

² Although the FY 1999-2000 performance standard for this program is 54%, the Office of Motor Vehicles (OMV) indicated in its FY 1999-2000 interim targets in LaPAS that it anticipated the yearend level to be 38% (actual was 37%). The department anticipates an even smaller percentage of utilization in the future due to e-commerce.

³ This is a new performance indicator for FY 2001-2002. It did not appear under Act 10 of 1999 or Act 11 of 2000 and has no performance standard for FY 1999-2000 or FY 2000-2001. Performance data for this indicator was not tracked during FY 1999-2000 because the application has been online only since July 1, 2000. The value shown for existing performance standard is an estimate of yearend performance, not a performance standard.

⁴ Although the FY 1999-2000 performance standard for this program is 18%, the OMV indicates in its FY 1999-2000 interim targets in LaPAS that it anticipated the yearend level to be 0.05%. Identification cards have not received the response anticipated when the program was first implemented. Although the FY 2000-2001 performance standard for this indicator is 1.00%, the OMV indicates in its FY 2000-2001 First Quarter Performance Progress Report that it currently anticipates the yearend figure to be 0.05%.

⁵ This was a new performance indicator for FY 2000-2001. It did not appear under Act 10 of 1999 and has no performance standard for FY 1999-2000.

⁶ This is a new performance indicator for FY 2001-2002. It did not appear under Act 10 of 1999 or Act 11 of 2000 and has no performance standard for FY 1999-2000 or FY 2000-2001. The value shown for existing performance standard is an estimate of yearend performance, not a performance standard.

⁷ This is a new performance indicator that did not appear under act 11 of 2000; it has no performance standard for FY 2000-2001. These units will provide vehicle and driver-related services to the residents of Louisiana living in rural and heavily populated areas. The first mobile office will be located in the northern portion of Louisiana with another to follow in southern Louisiana with the availability of funding. The mobile offices will prevent residents from traveling many miles to conduct transactions and will allow OMV to close smaller rural offices. In heavily populated areas, the mobile offices would eliminate customers from experiencing long wait times at their local OMV offices.

⁸ This is a new performance indicator that did not appear under Act 10 of 1999 or Act 11 of 2000; it has no performance standard for FY 2000-2001. Prior year actuals were not maintained. The value shown for existing performance standard is an estimate.

⁹ Due to the loss of 44 vacancies as a result of the attrition reduction, OMV will be reducing the number of customer service agents in smaller OMV offices to reassign the personnel to other larger and higher traffic offices. The loss of these offices will be lessened by the customer service initiatives listed above.

2. (SUPPORTING) To process suspensions for DWI arrests/convictions and revocations for compulsory insurance violations within an average of 25 working days.

Strategic Link: This operational objective contributes toward the accomplishment of Strategic Objective I.1: *To improve customer satisfaction by 10% by June 30, 2003.*

Louisiana: *Vision 2020* Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note: The Licensing Program takes revocation action on all vehicle owners and drivers who are not in compliance with the state's compulsory insurance law. The program also takes suspensive action in cases where a driver's license holder refuses to submit to sobriety tests; when alcohol analysis test reveals an alcohol content of .10% or above in cases of Class D or E licenses or .02% or above in cases of Class A, B, or C licenses and minors; or upon receipt of certain convictions requiring a suspension against driving privileges. For historic information on the number of DWI suspensions and compulsory insurance revocations, see the General Performance Information table that follows this objective.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 11 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
S	Average turnaround processing time for DWI suspensions and compulsory insurance revocations (in working days)	25	25	25	35 ¹	25	25

¹ This performance standard was revised through a BA-7 approved in November 2000. The BA-7 was part of a package of adjustments to realign department resources and avoid layoffs in response to mandated position reductions.

**GENERAL PERFORMANCE INFORMATION: DWI SUSPENSIONS AND COMPULSORY
INSURANCE REVOCATIONS AND OMV CUSTOMER WAIT TIMES**

PERFORMANCE INDICATOR	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00
DWI Suspensions and Compulsory Insurance Revocations:				
Average turnaround processing time for DWI suspensions and compulsory insurance revocations (in days)	Not available	25	25	25
Number of compulsory insurance revocations	273,767	200,438	268,707	403,230
Number of DWI administrative arrests suspensions	22,543	20,696	23,201	30,333
Number of DWI court convictions suspensions	12,127	6,832	7,369	15,479
OMV Customer Wait Times:				
Large OMV office wait time (in minutes)	Not available	Not available	26	23
Medium OMV office wait time (in minutes)	Not available	Not available	15	17
Small OMV office wait time (in minutes)	Not available	Not available	12	12
Large reinstatement office wait time (in minutes)	Not available	Not available	38	20
Medium reinstatement office wait time (in minutes)	Not available	Not available	34	10
Small reinstatement office wait time (in minutes)	Not available	Not available	19	6

3.(SUPPORTING) To increase customer service by operating a One-Stop Truck Center.

Strategic Link: This operational objective reflects efforts to accomplish Strategic Objective I.1: *To improve customer satisfaction by 10% by June 30, 2003.*

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note: Although the Licensing Program targeted the opening of two express locations in FY 1999-2000, three locations were opened and utilized extensively in Baton Rouge, Shreveport and New Orleans. However, at the funding and T.O. levels included in the Executive Budget the three express offices will be closed.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
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	One-Stop Truck Center:						
S	Number of customers served	30,410	18,373	30,410	30,410	19,500	19,500
S	Average customers waiting time for Commercial Driver's License (CDL) transaction (in minutes)	15	35	15	15	30	30
S	Average wait time for International Registration Plan (IRP) transactions during peak rush months - January - March (in hours)	3	3	3	3	3	3
S	Average wait time for IRP transactions during non-peak rush months - April - December (in minutes)	45	45	45	45	45	45
	Express Offices:						
S	Number of express office locations	2 ²	3	2 ²	2 ²	3	0 ⁵
S	Number of customers served	31,140 ³	59,311	31,140 ³	31,140 ³	60,000	0 ⁵
S	Average wait time to serve customers (in minutes)	18 ⁴	7.1	18 ⁴	18 ⁴	8	0 ⁵

- ¹ The International Registration Plan (IRP) is a registration reciprocity agreement among the states and provinces of Canada for payment of license fees on the basis of fleet miles operated in various jurisdictions. The unique feature of the IRP is that, even though license fees are paid to the various jurisdictions in which fleet vehicles are operated, only one license plate and one cab card (registration certificate) is issued for each fleet vehicle when registered under the plan. A fleet vehicle is known as an apportionable vehicle and such vehicle, so far as registration is concerned, may be operated both interjurisdictionally and intrajurisdictionally.
- ² Although the FY 1999-2000 and FY 2000-2001 performance standards for this indicator are 2, the Office of Motor Vehicles indicated in its FY 1999-2000 and FY 2000-2001 targets in LaPAS that the number of express office locations in FY 1999-2000 and FY 2000-2001 is 3.
- ³ Although the FY 1999-2000 and FY 2000-2001 performance standards for this indicator are 31,140, the Office of Motor Vehicles indicated in its FY 1999-2000 and FY 2000-2001 targets in LaPAS that it anticipated the value to be 60,000, nearly double the performance standard.
- ⁴ Although the FY 1999-2000 and FY 2000-2001 performance standards for this indicator are 18 minutes, the Office of Motor Vehicles indicated in its FY 1999-2000 interim targets in LaPAS that it anticipated the value to be 6 minutes; in its FY 2000-2001 interim targets, the OMV anticipates the yearend value to be 8 minutes.
- ⁵ Due to the loss of 44 vacancies as a result of the Attrition reduction, OMV will be eliminating customer service agents in OMV express offices to reassign the personnel to other larger and higher traffic offices.

RESOURCE ALLOCATION FOR THE PROGRAM

	ACTUAL 1999- 2000	ACT 11 2000 - 2001	EXISTING 2000 - 2001	CONTINUATION 2001 - 2002	RECOMMENDED 2001 - 2002	RECOMMENDED OVER/(UNDER) EXISTING
MEANS OF FINANCING:						
STATE GENERAL FUND (Direct)	\$550,000	\$0	\$0	\$0	\$0	\$0
STATE GENERAL FUND BY:						
Interagency Transfers	49,293	0	0	0	0	0
Fees & Self-gen. Revenues	38,611,591	39,778,531	39,873,615	41,033,830	39,826,660	(46,955)
Statutory Dedications	0	6,155,390	6,155,390	4,964,010	4,964,010	(1,191,380)
Interim Emergency Board	0	0	0	0	0	0
FEDERAL FUNDS	0	206,946	206,946	206,946	206,946	0
TOTAL MEANS OF FINANCING	\$39,210,884	\$46,140,867	\$46,235,951	\$46,204,786	\$44,997,616	(\$1,238,335)
EXPENDITURES & REQUEST:						
Salaries	\$21,475,789	\$21,199,958	\$20,705,080	\$21,815,944	\$20,705,080	\$0
Other Compensation	1,131,178	438,672	1,038,672	1,038,672	1,038,672	0
Related Benefits	4,665,097	5,169,066	5,159,028	5,319,548	5,319,548	160,520
Total Operating Expenses	6,098,775	10,979,066	10,979,066	10,962,720	10,680,423	(298,643)
Professional Services	0	1,200,000	1,200,000	1,200,000	1,200,000	0
Total Other Charges	5,612,788	5,592,925	5,592,925	5,702,902	5,588,893	(4,032)
Total Acq. & Major Repairs	227,257	1,561,180	1,561,180	165,000	465,000	(1,096,180)
TOTAL EXPENDITURES AND REQUEST	\$39,210,884	\$46,140,867	\$46,235,951	\$46,204,786	\$44,997,616	(\$1,238,335)
AUTHORIZED FULL-TIME EQUIVALENTS: Classified	883	866	795	795	751	(44)
Unclassified	1	1	1	1	1	0
TOTAL	884	867	796	796	752	(44)

SOURCE OF FUNDING

This program is funded with State General Fund, Interagency transfers, Fees and Self-generated Revenues, Statutory Dedications and Federal Funds. The Interagency Transfers are from the Highway Safety Commission to complete reports regarding driving while intoxicated. The Fees and Self-generated Revenues are derived through the issuance of drivers licenses reinstatement fees, provision of drivers records to insurance companies and various compulsory insurance administrative fees. Of major importance is the \$5.50 handling fee on all non-title motor vehicle transactions as authorized by R.S. 39:55.2. The Statutory Dedication is derived from the Office of Motor Vehicles Testing Fund and the Motor Vehicles Customer Services and Technology Fund. (Per R.S. 39:32B(8), see table below for a listing of expenditures out of each statutory dedicated fund.) The National Highway Traffic Administration provides a grant to the office to identify problem drivers.

	ACTUAL 1999 - 2000	ACT 11 2000 - 2001	EXISTING 2000 - 2001	CONTINUATION 2001 - 2002	RECOMMENDED 2001 - 2002	RECOMMENDED OVER/(UNDER) EXISTING
	\$0	\$22,000	\$22,000	\$22,000	\$22,000	\$0

ANALYSIS OF RECOMMENDATION

GENERAL FUND	TOTAL	T.O.	DESCRIPTION
\$0	\$46,140,867	867	ACT 11 FISCAL YEAR 2000-2001
			BA-7 TRANSACTIONS:
\$0	(\$1,621,290)	(71)	Realignment of gubernatorial mandated personnel reduction
\$0	\$1,716,374	0	Adjustment to ensure adequate funding for salaries
\$0	\$46,235,951	796	EXISTING OPERATING BUDGET – December 15, 2000
\$0	\$928,911	0	Annualization of FY 2000-2001 Classified State Employees Merit Increase
\$0	\$342,473	0	Classified State Employees Merit Increases for FY 2001-2002
\$0	(\$298,643)	0	Risk Management Adjustment
\$0	\$465,000	0	Acquisitions & Major Repairs
\$0	(\$1,561,180)	0	Non-Recurring Acquisitions & Major Repairs
\$0	\$7,253	0	Rent in State-Owned Buildings
\$0	(\$1,484)	0	Maintenance of State-Owned Buildings
\$0	(\$1,110,864)	(44)	Attrition Adjustment
\$0	(\$9,801)	0	Civil Service Fees
\$0	\$44,997,616	752	TOTAL RECOMMENDED
\$0	\$0	0	LESS GOVERNOR'S SUPPLEMENTARY RECOMMENDATIONS
\$0	\$44,997,616	752	BASE EXECUTIVE BUDGET FISCAL YEAR 2001-2002
			SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE:
\$0	\$0	0	None
\$0	\$0	0	TOTAL SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE
\$0	\$44,997,616	752	GRAND TOTAL RECOMMENDED

The total means of financing for this program is recommended at 97.3% of the existing operating budget. It represents 86.5% of the total request (\$51,991,850) for this program. The decrease in funding is due to the reduced funding for acquisitions. Risk management premiums were also reduced. The decreased T.O. is due to the removal of unfunded positions.

PROFESSIONAL SERVICES

\$1,200,000 Contract for study and test stations for reengineering the Office of Motor Vehicles

\$1,200,000 TOTAL PROFESSIONAL SERVICES

OTHER CHARGES

\$77,300 Court fees

\$77,300 SUB-TOTAL OTHER CHARGES

Interagency Transfers:

\$5,215,843 Transferred to Management and Finance for data processing rental, postage telephone and utilities
\$82,962 Transferred to State Police for automotive maintenance
\$34,586 Maintenance of state buildings
\$98,969 Rent for state-owned buildings
\$79,233 Civil Service/CPTP charges

\$5,511,593 SUB-TOTAL INTERAGENCY TRANSFERS

\$5,588,893 TOTAL OTHER CHARGES

ACQUISITIONS AND MAJOR REPAIRS

\$165,000 Replacement vehicles (11)
\$300,000 Mobile motor vehicle office

\$465,000 TOTAL ACQUISITIONS AND MAJOR REPAIRS